

# Environmental

## 1.1 Emissions

### Accounting policies

**CO<sub>2</sub>e Scope 1:** Direct emissions from owned or controlled sources, which are natural gas, oil and water consumed in own buildings, company cars and our own small fleet of trucks.

Emissions from company cars are collected through our central company car fleet management system and are based on leasing mileage and emission factors from leasing companies covering countries with 48% of all salaried employees. For countries not covered by our central car fleet management system, the emissions are extrapolated based on the proportion of FTEs out of the FTEs in countries covered by our car fleet management system.

Road emissions from our own fleet are based on reported fuel consumptions from own trucks used for cargo transportation, multiplied by emission factors from DEFRA UK database applicable per fuel type.

Direct emissions from buildings are based on reported consumptions of gas, oil and water multiplied by emission factors from DEFRA UK database applicable per fuel type.

**CO<sub>2</sub>e Scope 2:** In accordance with our baseline for science-based targets, we are using a market-based approach for calculating our Scope 2 indirect emissions. Our Scope 2 emissions consist of purchased electricity, heating, and cooling in our buildings.

**CO<sub>2</sub>e Scope 3:** As of 2020, calculations of emissions from freight forwarding services (transportation by air, sea, road and rail) are performed by splitting routes into relevant legs and applying granular parameters on shipment level.

Emissions are calculated in accordance with the GHG Protocol and the European Standard EN16258. Included are indirect emissions resulting from our value chain, including all our subcontracted transport (air, sea and rail carriers, and road hauliers) as well as business travel.

Carbon dioxide equivalent emissions from transport activities are recorded based on calculations performed by EcoTransIT World and prepared in accordance with EcoTransIT World methodology and European Standard EN 16258 and the GHG Protocol.

The calculations include CO<sub>2</sub>e emissions from air, sea and rail carriers and road hauliers.

Emissions are calculated based on DSV transport data from subcontracted transport from our main transport systems covering 86% of the total Scope 3 emissions. The remaining CO<sub>2</sub>e are estimated based on extrapolation from average emission factors and volume reporting.

Emissions from business travels are based on collected data from travel agencies covering countries with 70% of all salaried employees. For countries not covered by travel agencies, the emissions are extrapolated based on the proportion of FTEs out of the total number of FTEs in countries covered by travel agencies.

Environmental data*	2021	2020	2019	2018	2017
<b>CO<sub>2</sub>e Scope 1 ('000 tonnes)</b>					
Company cars**	10	13	14	–	–
Road emissions (own fleet)	101	43	37	39	39
Building emissions	24	24	23	22	19
<b>Total CO<sub>2</sub>e Scope 1</b>	<b>135</b>	<b>80</b>	<b>74</b>	<b>61</b>	<b>58</b>
<b>CO<sub>2</sub>e Scope 2 ('000 tonnes)</b>					
Building emissions	119	98	85	78	78
<b>Total CO<sub>2</sub>e Scope 2</b>	<b>119</b>	<b>98</b>	<b>85</b>	<b>78</b>	<b>78</b>

Environmental data*	2021	2020	2019	2018	2017
<b>CO<sub>2</sub>e Scope 3 ('000 tonnes)</b>					
Business travel**	1	1	8	–	–
Air transport	7,458	6,825	4,631	3,291	3,208
Sea transport***	1,130	1,047	1,242	820	855
Road transport***	3,823	3,275	2,847	3,015	2,987
Rail transport**	112	139	–	–	–
<b>Total CO<sub>2</sub>e Scope 3</b>	<b>12,524</b>	<b>11,287</b>	<b>8,728</b>	<b>7,126</b>	<b>7,050</b>

\* The comparative information for 2017 – 2020 are not covered by PwC's limited assurance conclusion on pages 39–40.

\*\* Full five-year historical data not available.

\*\*\* Comparative figures have been restated, as our method for calculation and data transparency has improved. Consequently our emissions have lowered.

## 1.2 Energy and water consumption, and waste recycling

### Accounting policies

#### Energy efficiency

Average emissions from shipments relative to freight volume and transportation distance is disclosed as grams of CO<sub>2</sub>e for 1 tonne of freight moved 1 km. (excluding project shipments).

#### Energy consumption

Total consumption of relevant fuel types, electricity, district heating and cooling from Scope 1 and 2.

#### Fuel consumption (own truck fleet)

Total consumption of fuel by DSV-owned truck fleet.

Hydrotreated Vegetable Oil (HVO) fuel consumed by DSV-owned truck fleet relative to the total consumption of fuel by DSV-owned truck fleet.

#### Renewable energy share

Total renewable energy share relative to the total energy consumption Scope 1 and 2.

#### Euro engine standards

Proportion of Euro engine standards, registered in our fleet management system for trucks operating for DSV Road Europe.

#### Water

Total consumption of water at DSV buildings.

#### Recycling of paper, cardboard, and plastic

Total square metres at DSV locations having initiated recycling schemes for paper, cardboard, and plastic, relative to the total number of square metres at locations of DSV.

Environmental data*	2021	2020	2019	2018	2017
<b>Energy efficiency (gram CO<sub>2</sub>e per tonne transported one km)</b>					
CO <sub>2</sub> e (g/tonne-km) – Air transport	694.4	704.0	718.2	728.0	751.0
CO <sub>2</sub> e (g/tonne-km) – Sea transport	6.1	6.2	6.4	7.0	7.3
CO <sub>2</sub> e (g/tonne-km) – Road transport***	92.4	92.8	93.2	96.5	97.4
CO <sub>2</sub> e (g/tonne-km) – Rail transport**	32.6	32.7	–	–	–
<b>Fuel consumption (own truck fleet)</b>					
Total consumption of fuel ('000 gigajoule)**	1,488	–	–	–	–
Proportion of HVO fuel consumed (%)**	4	–	–	–	–
<b>Energy consumption Scope 1 &amp; 2 ('000 gigajoule)</b>					
Total energy consumption**	2,800	1,673	–	–	–

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\*\* Full five-year historical data not available.

\*\*\* Comparative figures have been restated, as our method for calculation and data transparency has improved.

Environmental data*	2021	2020	2019	2018	2017
<b>Water ('000 m<sup>3</sup>)</b>					
Total water consumption – buildings	1,188	1,152	1,596	1,485	1,435
<b>Renewable energy share (%)</b>					
Renewable**	12	22	–	–	–
Non-renewable**	88	78	–	–	–
<b>Euro engine standards (%)</b>					
Proportion of trucks of DSV Road satisfying Euro 2 standard or older (own and suppliers' trucks)	0.2	0.2	0.2	0.7	0.7
Proportion of trucks of DSV Road satisfying Euro 3 or 4 standards (own and suppliers' trucks)	9.6	10.4	16.5	19.3	20.8
Proportion of trucks of DSV Road satisfying Euro 5 or 6 standards (own and suppliers' trucks)	90.2	89.4	83.3	80.0	78.5
<b>Recycling of paper, cardboard and plastic (%)</b>					
Proportion of locations recycling paper, cardboard, and/or plastic from offices, terminals and warehouses	71	74	74	79	74

# Social

## 2.1 Employees

### Accounting policies

#### Employees (full-time workforce)

Number of full-time employees at year-end.

#### Salaried employees

Consists of employees working primarily in an office with freight forwarding, sales, business development or in general administration.

#### Hourly workers

Consists of employees working primarily at a warehouse, terminal, logistics centre or as a driver.

#### Gender diversity

Number of female and male employees relative to the total number of employees at year-end.

#### Gender diversity, management

Number of female and male managers relative to the total number of managers at year-end. Managers are defined as employees with staff responsibility.

#### Age distribution of employees

Number of employees by age group relative to the total number of employees at year-end.

#### Employee seniority

Number of employees by seniority level relative to the total number of employees at year-end.

#### Collective bargaining agreements

Number of employees covered by a collective bargaining agreement, relative to the total number of employees.

Social data*	2021	2020	2019	2018	2017
<b>Employees (full-time workforce)</b>					
Total	77,958	56,621	61,216	47,394	45,636
Salaried employees	40,605	29,544	32,820	23,088	22,730
Hourly workers	37,353	27,077	28,396	24,306	22,906

Social data*	2021	2020	2019	2018	2017
<b>Gender diversity (%) (female/male)</b>					
Gender diversity total	38/62	38/62	39/61	38/62	39/61
Gender diversity salaried employees**	49/51	51/49	51/49	–	–
Gender diversity hourly workers**	22/78	23/77	25/75	–	–
<b>Gender diversity, management (%) (female/male)</b>					
Gender diversity management	34/66	34/66	33/67	28/72	31/69
<b>Age distribution of employees (%)</b>					
Employees <25	9.8	8.4	9.5	8.0	8.3
Employees 25–34	29.4	29.1	29.3	30.0	30.7
Employees 35–44	30.2	30.7	30.6	29.8	29.6
Employees 45–54	20.0	20.4	19.5	20.5	20.5
Employees >54	10.6	11.4	11.1	11.7	10.9
<b>Employee seniority (%)</b>					
Seniority <1 year	24.0	17.0	17.7	19.4	19.1
Seniority 1–2 years	17.9	22.8	22.7	21.9	21.1
Seniority 3–5 years	20.2	19.9	19.8	17.2	16.2
Seniority 6–10 years	15.7	15.3	15.5	15.2	17.3
Seniority 11–25 years	18.3	20.3	20.0	21.4	20.5
Seniority >25 years	3.9	4.7	4.3	4.9	5.8
<b>Collective bargaining agreements (%)</b>					
Total**	28	–	–	–	–
Salaried employees**	17	–	–	–	–
Hourly workers**	40	–	–	–	–

\* The comparative information for 2017 – 2020 are not covered by PwC's limited assurance conclusion on pages 39–40.

\*\* Full five-year historical data not available.

## 2.2 Employee turnover

### Accounting policies

#### Employee turnover ratio

Total number of employees leaving DSV during the year, relative to the average number of employees for the year.

#### Employee turnover ratio (adjusted for synergies)

Total number of employees leaving DSV during the year, adjusted for acquisition synergy terminations, relative to the average number of employees for the year.

Social data*	2021	2020	2019	2018	2017
<b>Employee turnover ratio (%)</b>					
Total	24.4	32.5	23.6	20.1	18.0
Salaried employees	24.2	31.5	21.9	19.6	18.4
Hourly workers	24.6	33.6	25.3	20.6	17.5
<b>Employee turnover ratio (%) (adjusted for synergies)</b>					
Total	21.9	20.5	21.1	20.1	16.4
Salaried employees	19.7	11.7	17.5	19.6	15.7
Hourly workers	24.2	31.0	24.8	20.6	17.2

\* The comparative information for 2017 – 2020 are not covered by PwC's limited assurance conclusion on pages 39–40.

## 2.3 Health and Safety

### Accounting policies

#### Sickness absence

Average number of days of absence due to sickness per FTE.

#### Lost workdays due to lost time injury

Number of reported days of absence from lost time injuries per million working hours scheduled for the year.

#### Lost Time Injury Frequency Rate

Number of recorded lost time injuries resulting in more than one day of absence per million working hours scheduled for the year (LTIFR).

#### Fatalities

Number of fatalities of DSV employees

Social data*	2021	2020	2019	2018	2017
<b>Sickness absence (days per FTE)</b>					
Total	5.7	6.4	6.0	5.9	4.7
Salaried employees	5.4	5.8	6.0	6.6	4.7
Hourly workers	6.0	7.1	5.9	5.2	4.7
<b>Lost Time Injury Frequency Rate (LTIFR) (per million working hours)</b>					
Total	4.5	6.7	5.0	4.6	4.2
Salaried employees	1.0	0.8	0.9	0.5	0.8
Hourly workers	7.9	13.3	9.1	8.3	7.6
<b>Lost workdays due to lost time injury (per million working hours)</b>					
Total	61.0	78.8	97.5	98.0	81.2
Salaried employees	15.3	16.0	22.0	23.2	20.8
Hourly workers	105.4	148.6	173.8	164.5	142.5
<b>Fatalities</b>					
Fatalities in absolute numbers	1	0	1	0	0

# Governance

## 3.1 Compliance reviews

### Accounting policies

#### Compliance reviews

Compliance reviews in DSV companies measured as the proportion of revenue covered through the reviews out of total consolidated revenue in the DSV Group.

## 3.2 ISO Management System Certification

### Accounting policies

#### Management system certifications

Number of DSV locations certified according to ISO 9001, ISO 14001 and ISO 45001, relative to total number of DSV locations.

## 3.3 DSV's Supplier Code of Conduct

### Accounting policies

#### Distribution of DSV's Supplier Code of Conduct

Number of companies that have distributed the DSV's Supplier Code of Conduct to all suppliers with a yearly spend above EUR 25,000 relative to the total number of companies.

## 3.4 Code of Conduct training

### Accounting policies

#### Employee training on Code of Conduct

Total number of assigned employees\*\*\* that have completed the Code of Conduct course by year-end, relative to the total number of assigned employees\*\*\*.

Average time spent on the Code of Conduct E-learning per assigned employee\*\*\*.

## 3.5 Whistleblower reporting

### Accounting policies

#### Whistleblower reports

Total number of reports received in the whistleblower system.

Governance and other data*	2021	2020	2019	2018	2017
<b>Compliance reviews (%)</b>					
Companies reviewed	25	25	56	50	55
<b>Management System Certifications (%)</b>					
ISO 9001 (Quality)	32	38	61	40	39
ISO 45001 (Health & Safety)	18	22	40	19	12
ISO 14001 (Environment)	24	30	52	33	24
<b>Distribution of DSV's Supplier Code of Conduct (%)</b>					
Distribution of DSV's Supplier Code of Conduct with spend over 25,000 EUR	88	100	100	95	93

\* The comparative information for 2017 - 2020 are not covered by PwC's limited assurance conclusion on pages 39-40.

\*\* Full five-year historical data not available.

Governance and other data*	2021	2020	2019	2018	2017
<b>Employee training on Code of Conduct, including human rights and anti-corruption policies and procedures</b>					
Code of Conduct online training, completion rate (%)**	100	100	100	—	—
Average training hours spent on Code of Conduct**	2	2	2	—	—
<b>Whistleblower reports</b>					
Total	47	41	60	23	23

\*\*\* Assigned employees refers to all salaried employees who have been assigned the Code of Conduct course between 01-09-2020 and 31-08-2021. The scope of employees assigned during these dates are salaried employees who have not completed the training within the past 24 months or who joined DSV during the period 01-09-2020 to 31-08-2021.